



COVID-19 OPERATIONS PROCEDURES

EFFECTIVE JUNE 29 2020

	Customers & Spectators	Staff Members
Prior to attendance	<p>Customers are NOT to attend if ANY of the following applies:</p> <ul style="list-style-type: none"> • You have traveled outside of Canada in the past 14 days • You have been told to isolate because of symptoms or possible exposure • You have a temperature of 100°F (38°C) or more • You have a cough, runny nose, sore throat, or any symptoms INCLUDING symptoms of the common cold • You are experiencing difficulty breathing. <p>Additionally:</p> <ul style="list-style-type: none"> • COVID-19 screening form must be completed prior to attendance • COVID policy posted on website, and distributed via email to all customers at time of booking • St. Catharines Flying Club will not rent or loan headsets. • Should bring a pen to avoid sharing of pens. • All customers must wear a face mask at all times inside the premises • Children under the age of 15 will not be allowed on the premises • No pets are allowed until further notice; certified service animals are exempt • Spectators are to be kept to a minimum to encourage physical distancing 	<p>Staff are NOT to attend if ANY of the following applies:</p> <ul style="list-style-type: none"> • You have traveled outside of Canada in the past 14 days • You have been told to isolate because of symptoms or possible exposure • You have a temperature of 100°F (38°C) or more • You have a cough, runny nose, sore throat, or any symptoms INCLUDING symptoms of the common cold • You are experiencing difficulty breathing <p>Additionally:</p> <ul style="list-style-type: none"> • COVID-19 screening form must be completed prior to attendance • COVID policy posted on website, and distributed directly to each member of staff • All staff members must wear a face mask at all times inside the premises.

	Customers & Spectators	Staff Members
Entering the facility	<p>Everyone will be screened PRIOR to entering the premises. This will include a health questionnaire, and having your temperature taken. The following special procedures apply:</p> <p>HEALTH SCREENING All customers & spectators must complete, prior to arrival, a COVID-19 screening form. This form will be given to the screener at the main entrance, who will verify responses and screen for new symptoms.</p> <ul style="list-style-type: none"> • If your screening form is completed, you will be screened for admission • If you have not completed a screening form, you will be given a blank form to complete yourself prior to screening. You must use your own pen • If you do not complete a screening form, or refuse to answer any questions, you will be denied entry and required to leave <p>TEMPERATURE</p> <ul style="list-style-type: none"> • If your temperature is BELOW 100°F (38°C), you will be given an admission bracelet • If your temperature is ABOVE 100°F (38°C), you will be denied entry and required to leave <p>FACE MASKS</p> <ul style="list-style-type: none"> • You are required to arrive at the airport wearing an appropriate face mask, and to keep it on at all times inside the premises. If you do not have a face mask, you will be denied entry and required to leave. 	<p>Everyone will be screened PRIOR to entering the premises. This will include a health questionnaire, and having your temperature taken. The following special procedures apply:</p> <p>HEALTH SCREENING All staff must complete, prior to arrival, a COVID-19 screening form if it has been more than 24 hours since last at work. This form will be given to the screener at the main entrance, who will verify responses and screen for new symptoms.</p> <ul style="list-style-type: none"> • If your screening form is completed, you will be screened for admission • If you have not completed a screening form, you will be given a blank form to complete yourself prior to screening. You must use your own pen • If you do not complete a screening form, or refuse to answer any questions, you will be denied entry and required to leave <p>TEMPERATURE</p> <ul style="list-style-type: none"> • If your temperature is BELOW 100°F (38°C), you will be given an admission bracelet • If your temperature is ABOVE 100°F (38°C), you will be denied entry and required to leave <p>FACE MASKS</p> <ul style="list-style-type: none"> • You are required to arrive at the airport wearing an appropriate face mask, and to keep it on at all times inside the premises • If you do not have a face mask, you will be denied entry and required to leave • At the Niagara-on-the-Lake location, staff may work without a face mask if they remain behind the counter which has been separated from the customer area by a clear barrier and maintain 2m physical distance from other staff. • At the Welland location, staff may work without a face mask if they remain inside the office with the sliding glass doors fully closed and they are the sole occupant of the office.

	Customers & Spectators	Staff Members
Entering the facility (continued)	<p>Additionally:</p> <ul style="list-style-type: none"> • All customers are required to maintain a minimum of 6 feet (or 2 meters) separation from one another, including staff members not currently providing assistance, and spend as little time inside the building as possible. • All customers are required to keep their hands sanitized, and to not touch anything that does not belong to them. 	<p>Additionally:</p> <ul style="list-style-type: none"> • All staff are required to maintain a minimum of 6 feet (or 2 meters) separation from one another, and from customers whom they are not currently assisting. • All staff are required to spend as little time in the building as possible. For staff whose position is primarily located in the building, they are required to wear a mask at all times, and maintain physical distancing. • All staff are required to keep their hands sanitized, and to not touch anything that does not belong to them. This includes not accepting customers' personal property for storage.
Personal Property	<p>Staff will not accept any personal belongings for storage Leave your personal belongings in your car, or with a member of your group.</p>	<p>Staff will not accept any personal belongings for storage Staff will have customers store their belongings in their cars, or with another member of their group.</p>
Inside the Aircraft	<ul style="list-style-type: none"> • Face masks must be worn at all times • Face masks are not required if the pilot is the sole occupant of the aircraft • Do not touch any avionics displays 	<ul style="list-style-type: none"> • Face masks must be worn at all times • Face masks are not required if the pilot is the sole occupant of the aircraft • Do not touch any avionics displays
After the flight	<ul style="list-style-type: none"> • All customers are required to maintain a minimum of 6 feet (or 2 meters) separation from one another, including staff members • Customers should spend as little time inside the building as possible to complete post flight activities. 	<ul style="list-style-type: none"> • Commonly touched parts inside the aircraft will be wiped down with disinfectant. • Do not use disinfectant on any avionics displays. • Flights will be booked in such a way as to avoid overlapping of customer bookings and to ensure the staff has time to disinfect airplanes between flights.